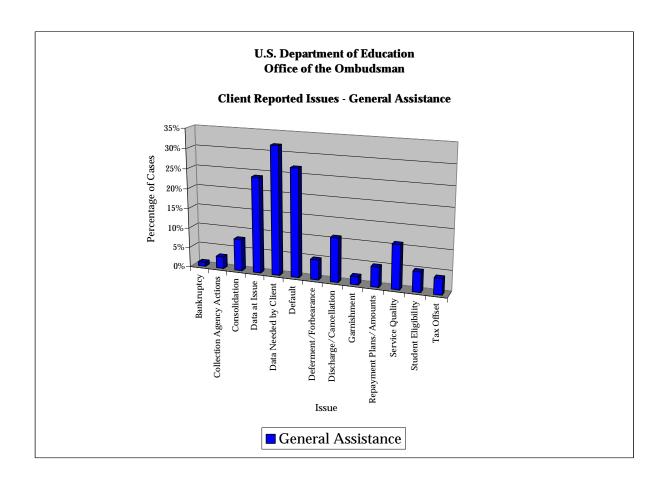
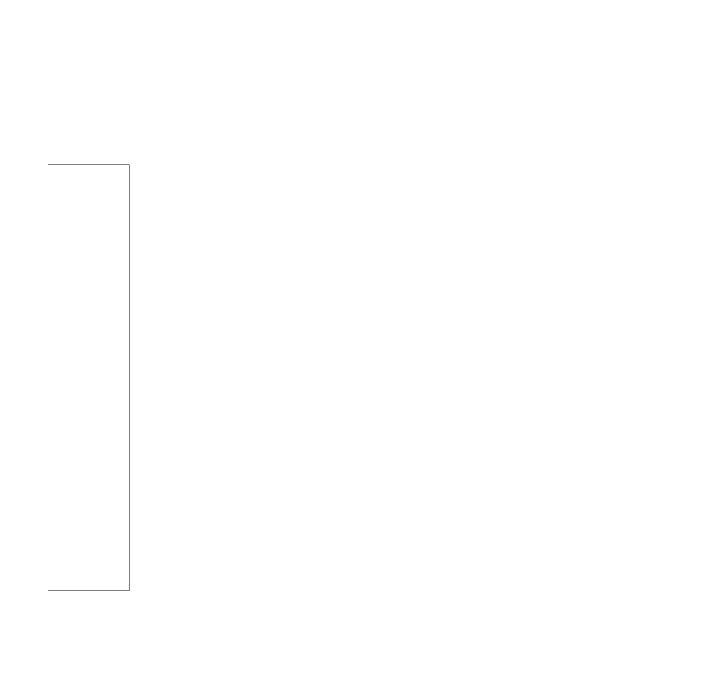
Issue	General Assistance
Bankruptcy	1%
Collection Agency Actions	3%
Consolidation	8%
Data at Issue	24%
Data Needed by Client	32%
Default	27%
Deferment/Forbearance	5%
Discharge/Cancellation	11%
Garnishment	2%
Repayment Plans/Amounts	5%
Service Quality	11%
Student Eligibility	5%
Tax Offset	4%





Graphs for Ombudsman March 2000 Report